



## Customer Success Manager

<b>Reference:</b>	CSM-INTERNSHIP-JAN-2021
<b>Starting Date:</b>	January 2021
<b>Employment Type:</b>	Internship
<b>Seniority Level:</b>	End-year student

We are looking for a Customer Success Manager to nurture the professional users of TrackInsight.

This is an exceptional opportunity for candidates to join a dynamic high-growth environment and work alongside experts in the industry.

### Our Company

TrackInsight operates a unique global platform dedicated to ETF search, analysis and selection aimed at professional investors. With over 120,000 unique users and 9,000 qualified professional investors using the platform for their day-to-day ETF screening, TrackInsight is recognized as the leading source of independent and reliable information on over 6,200 Exchange Traded Funds listed globally.

### Your Responsibilities

As a Customer Success Manager, you will be involved in the communication strategy and all digital marketing channels implemented to grow and engage our community of users. You will have to nurture customer relationships through engaging marketing content and campaigns to increase loyalty and build retention.

Key responsibilities include:

- Monitor the daily activity and track customers' behaviors to identify business opportunity or potential issues.
- Analyze communication strategy effectiveness and suggest possible improvements.
- Drive business initiatives to enhance customer experience.
- Share ideas and feedback on local trends including competitor insights, customer needs, sales, product and marketing information.
- Take a proactive approach on customer service items and problem solving.

### What you need to succeed

We are looking for a year-end student enrolled in a master's degree in finance or marketing with customer-oriented mindset. You possess good writing skills, and you are a true team player.

Attributes:

- Enrolled in **master's degree** in finance or marketing
- Strong passion for **servicing and understanding customers**
- Creative and **excellent communication skills**
- **Analytical skills** to measure campaign effectiveness and customer engagement
- Excellent command of **French AND English** (ideally native or fluent)
- A previous experience involving **clients' management** will be an added advantage
- Interest to work in the **finance industry**

### Application Process

Enthusiastic? Please send us your cv and cover letter at [careers@trackinsight.com](mailto:careers@trackinsight.com). We are looking forward to meeting you!

### What we offer

All interns are candidates for a full-time position at TrackInsight. We provide our employees with a competitive salary, a working environment using the latest technology, and professional training opportunities.